

## **BUSINESS RECOVERY PLAN GUIDE**

What is a Business Recovery Plan? A Business Recovery Plan is a tool to help the SSA respond to potential disasters or emergencies that can seriously interrupt service delivery to SSA clients and support for staff.

Such events – earthquakes, wildfires, pandemics, terrorism, and others – can force the Agency to disrupt its services. An extended period of service interruption would seriously impact the lives of thousands of clients and staff.

An effective Business Recovery Plan will help departments and critical support functions restart as quickly as possible following any disaster. The Plan will identify:

- **Critical Functions** which are the major areas that will need attention following a disaster;
- **Strategies** for accomplishing these functions in a changed environment, in the absence of some of usual resources;
- **Preparedness Actions** are those things that can be done in advance to make service recovery easier.

## PART 1: GENERAL INFORMATION

1. The Business Recovery Plan is for: Department of Children & Family Services
2. Number of Staff
  - Full-time staff: ~500
  - Part-time staff:
  - Other:
3. Location(s):
  - Eden Multiservice Center (24100 Amador, Hayward)
  - Oakland Main Office (401 Broadway, Oakland)
  - Assessment Center (22225 Foothill, Hayward)
  - Harbor Bay (1351 Harbor Bay Parkway, Alameda)
  - ILSP (675 Hegenberger, Ste 100, Oakland)
4. Critical Functions performed by this program: (These are functions essential to the rapid recovery of the operations of the Department after a disaster):
  1. Locate and Notify Staff
  2. Hotline Response
  3. Abuse/Neglect Investigations
  4. Assessment Center
  5. Foster Youth Placement Services (new intake and current foster youth)
  6. Locating Foster Youth
  7. Dependency Investigation Court Deadlines
  8. Foster Care Payment

## BUSINESS RECOVERY WORKSHEET

Critical Function # 1: Locate and Notify Staff

Actions to Recover	Business Recovery Team	Telephone	Status / Remarks	Recovery Time Objective Date	Recovery Completion Date
1. Locate staff by phone and provide instructions /information	1. AAD 2. Dept Secretary 3. Division Secretaries 4. Division Directors 5. Program Managers 6. Supervising Admin 7. Child Welfare Specialist 8. Supervising ET's 9. Clerical Supervisors	See phone tree forms	<ul style="list-style-type: none"> <li>• AAD account for DD's and Dept. Secretary</li> <li>• Dept Secretary account for Division Secretaries, Supervising PS, Financial Specialist</li> <li>• Division Secretaries account for division's MA's, Program Specialists, Court Officers</li> <li>• DD's account for PMs, Supervising Admin. Specialist (if PM is MIA, DD needs to start contacting that PM's CWS's or designate another PM to do so)</li> <li>• PM's account for CWS, SET's (If CWS is MIA, PM responsible for contacting CW's)</li> <li>• Supervising Admin. Specialist account for clerical supervisors</li> <li>• CWS's account for CW's</li> <li>• Clerical Supervisors account for clerical staff</li> <li>• Supervising ET's account for ET's</li> </ul>	Immediately after emergency has been declared	

**NOTE:** Currently, only Assistant Agency Director has a 800 MHz radio. These radios are for communicating through the county mobile communications system during a major emergency or disaster. SSA has its own designated channel programmed into the radio, so that SSA emergency responders can communicate directly with each other. Other radios will be distributed and possibly other radios will be purchased in the future.

## PART 2: CRITICAL FUNCTIONS

1. **Critical Function #1:** Locate and Notify Staff

2. **Description of this critical function:**

Locate and notify staff in the event of an emergency. Provide instructions about reporting to work if facilities and/or equipment are unavailable at their usual worksite.

3. **Responsible person(s):**

- AAD account for DD's, MA, Financial Specialist, and Dept. Secretary
- Dept Secretary account for Division Secretaries
- Division Secretaries account for division's MA's, Program Specialists, Court Officers
- DD's account for PMs, Supervising Admin. Specialist (if PM is MIA, DD needs to start contacting that PM's CWS's or designate another PM to do so)
- PM's account for CWS, SET's (if CWS is MIA, PM responsible for contacting CWS's)
- Supervising Admin. Specialist account for clerical supervisors
- CWS's account for CWS's
- Clerical Supervisors account for clerical staff
- Supervising ET's account for ET's

4. **Upstream dependencies (groups or systems whose failure-to-perform will affect service):**

Everyone will be affected if anyone in their chain of command is unable to perform and/or an alternate is not identified.

5. **Downstream dependencies (groups or systems that will be affected by service failure-to-perform):**

Foster youth and caregivers. All critical functions are affected if staff are not located and notified of emergency and reporting instructions.

6. **Information systems and databases that are important to this critical function:**

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Name of Application	Responsible Staff	Telephone
<u>Telephone</u>	<u>DD's, PM's, and CWS's</u>	
<u>Staff roster with home phone and cell phone and emergency contact person</u>	<u>DD's, PM's, and CWS's</u>	
<u>Email/Internet access</u>	<u>DD's, PM's, and CWS's</u>	

**7. Records that are vital to preserve or otherwise important:**

Name of Records	Program	Department	Location of Records	Backup Details	Other Existing Protection/ Security Measures
none					

**8. Peak service periods and comments:**

N/A

**9. How to recover this function if the usual space is not available:**

Staff to use cell phones and/or home phones.

**10. How to recover this function if the usual equipment is not available:**

Supervisors and managers will maintain hard copies of the emergency contact forms with staff contact information. Managers will ensure that they have updated information at all times of everyone who reports to them as well as staff who report within their section or division (e.g., a PM will keep hard copies of supervisors sheets with all their staff in case the supervisor is unable to contact their own CWW staff).

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### 11. How to recover this function if some staff are not available:

Staff will be responsible for reaching the staff listed below by phone through home phone, cell phone, and emergency contact person's phone number.

If any staff person in the phone tree is not reachable in any of the ways listed above, then their direct supervisor will contact the people in the missing staff person's supervision. For example, if a Program Manager is unaccounted for, the Division Director will be responsible for contacting the Child Welfare Supervisors or Supervising ET's who report directly to the PM who is unaccounted for.

- AAD account for DD's, MA, Financial Specialist, and Dept. Secretary
- Dept Secretary account for Division Secretaries
- Division Secretaries account for division's MA's, Program Specialists, Court Officers
- DD's account for PMs, Supervising Admin. Specialist
- PM's account for CWS, SET's
- Supervising Admin. Specialist account for MA's
- CWS's account for CWWs
- Clerical Supervisors account for clerical staff
- Supervising ET's account for ET's

*Please refer to attached copy of form that staff will fill out in the event of a disaster and attached Organizational Chart for reference.*

### 12. How to recover this function if computer networks are not available:

Division Secretaries have hard copies of the contact form. Managers will receive electronic copies at least quarterly and will print hard copies at least quarterly.

### 13. Show-stoppers (resources that cannot be replaced, substituted, or done without):

- Phone lists, either hard copy or electronic
- Phone service (cell or land line)

### 14. Policy exceptions (will policy exceptions need to be obtained? From whom?) N/A

### 15. Risks created by using alternate Work-around procedures:

Confidentiality risk because staff are carrying hard copies of staff's personal and emergency contact information.

### 16. Timing: (When must this function restart, to enable the Program to meet its recovery time goal?)

Our department is a 24 hour a day operation. Staff must be notified immediately with instructions.

**17. Vulnerabilities (Things that could prevent restarting this function on time):**

- No phone service
- Too many staff unavailable during the emergency to notify other staff
- Inaccessible phone lists
- Staff will be unable to resume their critical work functions if there are unclear instructions to give to staff about nature of emergency and instructions about reporting to work.

**18. Key Documents (Names of key documents you need to have to restart this function)**

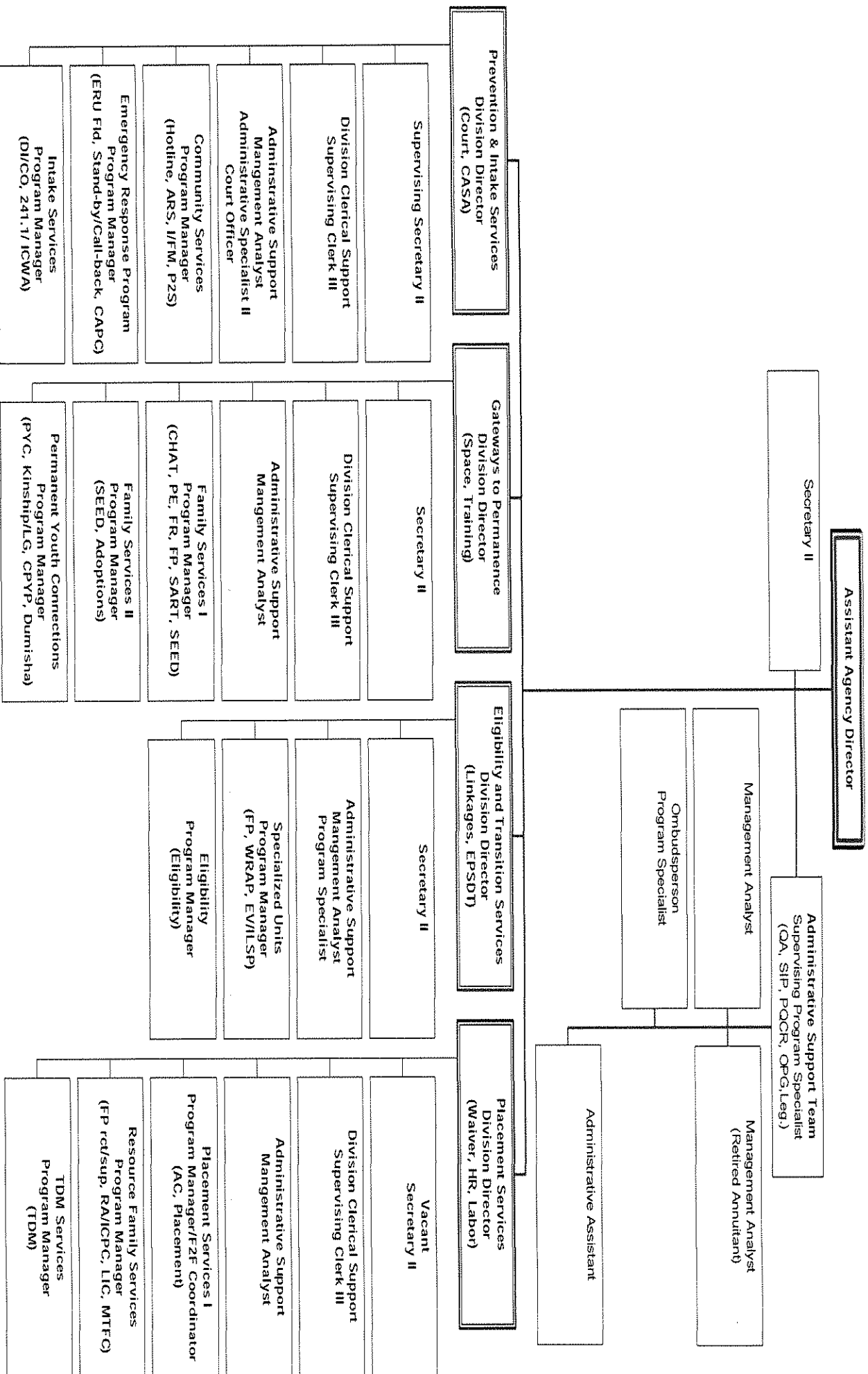
Name of Document	Responsible Staff/Program	Location of Document
Phone lists	Department supervisors and managers	Electronic Printed copies

**DISASTER PLAN STAFF CONTACT INFORMATION FORM**

Division: \_\_\_\_\_ Division Director Name: \_\_\_\_\_

Name/Title	Work Phone #	Home Phone #	Cell #	Reached	Able to Work Regular assignment	Eligible for Re-assignment	Comments
1.							
2.							
3.							
4.							
6.							
Summary:							

# Social Services Agency Disaster Planning Tools



### **PART 3: PREPAREDNESS**

Preparedness is the best strategy for recovery. List “Preparedness Actions” that should be done so that when a disaster occurs, your department will be better prepared to resume business operations as soon as possible. Some items may be doable now. Others may require more resources than your program currently possesses. Still others may be the task of another group, or of the Agency as a whole. For each “Critical Function” identified in **Part 1**, list the Preparedness Actions that can be addressed. (Indicate the priority as High, Medium or Low.)

#### **Critical Function #1:**

#### **Locate and Notify Staff**

Preparedness Actions:

1. Staff to fill out personal contact forms.
2. Managers maintain updated staff rosters with personal contact information

**Who is responsible?** As noted in tasks above

**What is the Priority Level?** High

**What is the timeline?** Immediately

**What are the resources needed?** Consistently updated phone lists, hard copy and electronic version.

## BUSINESS RECOVERY WORKSHEET

Critical Function # 2: Hotline Response

<b>Actions to Recover</b>	<b>Business Recovery Team</b>	<b>Telephone</b>	<b>Status / Remarks</b>	<b>Recovery Time Objective Date</b>	<b>Recovery Completion Date</b>
1. Relocate screener and field ERU staff.	1. Screener CWS's 2. Program Mgr 3. Div Director	see chart below	If Eden Multiservice Center is closed but AC is open, staff will move to AC. Otherwise, they will work from cell phones.	immediately	
2. Transfer hotline calls to other agency for answering service. Develop system to receive and return messages.	Same as above	Same as above	Eden I&R gets phone calls eve's, weekends, holidays, and power outages. Need MOU with Agency that is out of region for times when Eden I&R must evacuate.	immediately	
3. I-board system to assign immediate investigations.	Same as above	Same as above	I-board system already in place.	immediately	

<b>Name/Title</b>	<b>Work Phone #</b>	<b>Home Phone #</b>	<b>Cell #</b>
Division Director, Prevention and Intake Services			
Program Manager, Intake			
Swing Shift Child Welfare Supervisor			
Daytime Child Welfare Supervisor			
ERU Backup Child Welfare Supervisor			

## **PART 2: CRITICAL FUNCTIONS**

1. **Critical Function #2: Hotline Response**
2. **Description of this critical function:**
  - Screener Child Welfare Workers answer hotline phone calls to the countywide abuse and neglect hotline.
  - Screener supervisors review referrals and assign those that require an investigation to Emergency Response Child Welfare Workers (field staff).
3. **Responsible person(s):**
  - Screener Child Welfare Workers
  - ERU Backup Child Welfare Workers and rotating backup Supervisors
  - Screener Child Welfare Supervisor
  - Screener Program Manager
4. **Upstream dependencies (groups or systems whose failure-to-perform will affect service):**
  - Eden I&R and any other agency/county that we develop an MOU with to take hotline calls
  - Assessment Center staff and facilities
  - Phone, power and utility services
5. **Downstream dependencies (groups or systems that will be affected by service failure-to-perform):**
  - Field Child Welfare Worker Staff
  - Assessment Center county staff and facilities
  - Eden I&R and any other agency/county that we develop an MOU with to take hotline calls

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**6. Information systems and databases that are important to this critical function:**

Name of Application	Responsible Staff	Telephone
<u>CMS/CMS</u>	<u>Information Systems Manager</u>	
<u>Language Line</u>	<u>Agency Language Access Coordinator</u>	
<u>Child Abuse Call Center</u>	<u>Information System Analyst</u>	

**7. Records that are vital to preserve or otherwise important:**

Name of Records	Program	Department	Location of Records	Backup Details	Other Existing Protection/ Security Measures
Screener Narrative (blue sheet)	ERU	CFS	Hard Copy	Hard copy entered into County network (X drive) and then entered into CMS/CMS	none
ERU Backup phone list	ERU	CFS	Hard Copy and email		

**8. Peak service periods and comments:**

It's a 24 hour a day, 7 days a week operation. Highest volume is 10a-7pm Monday – Friday.

**9. How to recover this function if the usual space is not available:**

**In the event that county buildings are closed:**

1. Eden I & R will get the phone calls from the hotline from 10p-7am automatically every night. When someone logs into the call center system in the morning, our staff starts to get the calls in the morning. If the building is closed from the previous day, Eden

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I&R will already be receiving the phone calls from the evening before. If the building closes during the middle of the business day, the screener supervisor will forward the calls from their desk phone prior to evacuating the building.

**NOTE: Phone forwarding can't be activated remotely. There are two ways to forward calls: via the "holiday button" on phones and via a logout code, both of which require a supervisor desk phone. LOGOUT CODE = confidential**

Once the "holiday" button is activated, it has to be de-activated. Therefore, if a disaster happens when we are closed for a holiday, Eden I&R will receive the calls until we de-activate the holiday button.

The phone is set to automatically roll over to Eden I&R every evening at 10pm and roll back at 7:30am. However, if someone logs in sooner, it rolls back at that time.

2. Staff will evacuate the building. 6 screeners, 10 field CWW's, one field CWS, and one screener CWS will report to the Assessment Center. Since it is not a county-owned facility, it should remain open when other county-owned buildings are closed. Staff will be asked for volunteers to report to the AC. If not enough people volunteer, staff will be chosen by least amount of seniority. The AC has 6 screener phones.

**NOTE: PM and Screener Supervisor must keep updated seniority lists.**

3. A screener supervisor will contact Eden I & R from cell phone as soon as they are safely evacuated from the building to provide phone numbers to reach screeners.
4. Screener supervisors will assign only those calls that require an immediate response according to the I-board protocol that is already established and utilized.
5. Eden I & R will call staff at the AC or on their cell phones.

**NOTE: Only two of the screeners, have county-issued cell phones. They were issued them because they also do ERU backup, but screeners are not issued county cell phones.**

**In the event of a regional disaster in which most or all of our facilities throughout the county are inaccessible**

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1. Eden I & R will likely not be able to answer phone calls to the hotline.
2. Develop an MOU with another county to have reciprocal phone answering service.
3. Staff will not be able to report to any particular building.
4. Will need a temporary shelter for children already in the AC and/or for field staff to bring children when they respond to immediate abuse allegations.

**NOTE:** After a disaster has been declared, the Office of Emergency Services (OES) will activate the Emergency Operations Center (EOC) in Dublin. All pre-designated first responders representing all county agencies are immediately dispatched to the EOC. SSA has an office in the EOC from which Shelter Care Operations are coordinated by SSA first responders, along with Red Cross and the County Office of Education, for the unincorporated areas of the county. In a big event that requires sheltering, equipment and other items could be requested through county GSA and Public Works, as a mutual aid response request. Everything would be coordinated from the county EOC in Dublin through the SSA Shelter Care office.

### In the event that power goes out at Eden

1. If the AC is open, follow instructions listed above for county building closure.

**NOTE: Virtual voicemail system (currently installed) can be retrieved remotely. It's only for law enforcement when there is no answer from the call center.**

2. If the AC also has no power, staff needs to work from cell phones.

### In the event of a fire/emergency evacuation

1. Screener supervisor has a logout code for their desk phone.
2. From cell phone, supervisor will call Eden I & R to give a list of phone numbers for screeners.

**NOTE: Only two of the screeners, have county-issued cell phones. They were issued them because they also do ERU backup, but screeners are not issued county cell phones.**

**In the event the Child Abuse Call Center goes down**

**10. How to recover this function if the usual equipment is not available:**

In the event of power outage, phones have 2 hour battery backup. There are also phones that will work in a power outage located throughout the buildings. They are marked with red, blue, or black colors.

In the event of a power outage at Eden Multiservice Center, staff can use battery powered laptops with CWS/CMS. Admin Specialist II on the 5<sup>th</sup> floor keeps laptops

In the event staff is re-located to Assessment Center, they will use computers at Assessment Center.

**11. How to recover this function if some staff are not available:**

If full units of staff are not available, supervisors and/or Program Manager will choose an emergency team of 6 screeners, 10 field CWW's, one field CWS, and one screener CWS will report to work.

**12. How to recover this function if computer networks are not available:**

**13. Show-stoppers (resources that cannot be replaced, substituted, or done without):**

Phones (cell or land line), Call Center functioning

**14. Policy exceptions (will policy exceptions need to be obtained? From whom?)**

Staff needs a procedure to obtain seniority lists on a regular basis.

**15. Risks created by using alternate Work-around procedures:**

If CWS/CMS is not available, the Screeners and ERU field workers will be making decisions without important background information.

**16. Timing: (When must this function restart to enable the Program to meet its recovery time goal?)**

This critical function must function 24 hours a day, 7 days a week. There should be no longer than a one hour lapse in child abuse hotline activity, if any.

**17. Vulnerabilities (Things that could prevent restarting this function on time):**

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Lapse in phone service, power outages and/or network failure, Eden I&R evacuation or disaster at their location.

**18. Key Documents (Names of key documents you need to have to restart this function)**

Name of Document	Responsible Staff/Program	Location of Document
See above		

## PART 3: PREPAREDNESS

Preparedness is the best strategy for recovery. List “Preparedness Actions” that should be done so that when a disaster occurs, your department will be better prepared to resume business operations as soon as possible. Some items may be doable now. Others may require more resources than your program currently possesses. Still others may be the task of another group, or of the Agency as a whole. For each “Critical Function” identified in **Part 1**, list the Preparedness Actions that can be addressed. (Indicate the priority as High, Medium or Low.)

### Critical Function #2:

### Hotline Response

Preparedness Actions:

1. Develop an MOU with another county in another region in which we get their calls if their region has an emergency and vice versa. Supervising Program Specialist of the Admin Support Team sent email to CWDA to ask for examples of other MOU's, however, there are none.
2. There is no protocol if the call center goes down, just a sticky note about whom to call at the Sheriff's department. We need a protocol to follow, including whom to call at the Sheriff's dept and what sheriff's dept and our staff is to do if the call center fails.
3. PM and Screener Supervisor must keep updated seniority lists.

**Who is responsible?** Screener Supervisors and Program Manager

**What is the Priority Level?** High

**What is the timeline?** Immediately

**What are the resources needed?** Need several laptops that are kept charged and updated with CWS/CMS to be located with screener supervisors. NOTE that Admin Specialist II on the 5<sup>th</sup> floor keeps laptops.

## BUSINESS RECOVERY WORKSHEET

Critical Function # 3: Abuse/Neglect Investigations

<b>Actions to Recover</b>	<b>Business Recovery Team</b>	<b>Telephone</b>	<b>Status / Remarks</b>	<b>Recovery Time Objective Date</b>	<b>Recovery Completion Date</b>
1. Relocate staff	1. Program Manager (Intake Services I) 2. Program Manager (Hotline) 3. ERU Field Supervisors 4. Division Director	See chart below	If Eden is un-inhabitable, move to AC. If AC is un-inhabitable, all work by phone. If phones are down, work by Radiophone. Consider locating some staff to Disaster location in Dublin or outstation to shelters.		One Day
2. Assignment of Cases for investigation & Assessment & Disposition	1. same 2. 3.	See chart below	Location of staff determines how cases are assigned. If radiophones are used, workers can remain in their own home, in a shelter etc. All Program Managers & Division Director need to be assigned a Radiophone.		
3. Bringing children into protective custody	1. same 2. 3.	See chart below	Provide housing for displaced children or children who must be placed in protective custody. If AC in not available, location of a temporary foster home or a shelter must be arranged. See AC disaster plan.		

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4. Providing services to families in order for children to remain safely in their home.	1. same 2. 3.	See chart below	Know resources for shelters, food etc. Have some emergency services such as gift cards available.		
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Name/Title	Work Phone #	Home Phone #	Cell #
1. Division Director, (Prevention and Intake)			
2. Hotline Program Manager			
3. Program Manager, Intake Services I			
4. ERU Child Welfare Supervisor			
5. ERU Child Welfare Supervisor			
6. ERU Child Welfare Supervisor			
7. ERU Child Welfare Supervisor			
8. ERU Child Welfare Supervisor			
9. ERU Child Welfare Supervisor			

## PART 2: CRITICAL FUNCTIONS

### Critical Function #3: Abuse/Neglect Investigations

1. Description of this critical function: Situations in which children may be abused, neglected, or without appropriate care and supervision will need to be investigated and assessed by Child Welfare Workers in order to determine an appropriate plan to safeguard children. Child Welfare Workers must meet face to face with children and the family and either provide services for the children to remain in their home or find alternative safety plans for the child including placing them in protective custody.

#### Actions to Recover:

- Relocate staff if necessary.
- Assignment of Cases for investigation & Assessment & Disposition.
- Bringing children into protective custody (requires county car).
- Providing services to families in order for children to remain safely in their home.

#### 2. Responsible person(s):

Division Director of Prevention and Intake, Program Manager for ERU field, ERU Field Supervisors and Field Child Welfare Workers.

#### 3. Upstream dependencies (groups or systems whose failure-to-perform will affect service):

Locators and notifiers for staff, Emergency Response Screening function supervisors and CWWs and Eden I&R or alternate call center service (those who take reports), law enforcement who bring children to assessment center.

#### 4. Downstream dependencies (groups or systems that will be affected by service failure-to-perform):

Assessment Center, resource families and placement providers, Dependency Investigation CWWs and Supervisors, Law Enforcement,

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5. Information systems and databases that are important to this critical function:

Name of Application	Responsible Staff	Telephone
<u>CWS/CMS</u>	<u>Information Services Manager</u>	
<u>CalWIN</u>	<u>Information Services Help Desk</u>	
<u>OPG (online practice guide)</u>	<u>Supervising Program Specialist</u>	

6. Records that are vital to preserve or otherwise important:

Name of Records	Program	Department	Location of Records	Backup Details	Other Existing Protection/ Security Measures
Hard Copy of Client Case Files (including blue sheet)	CFS	CFS	Various buildings & closed files	Many documents from case file are in CWS/CMS	

7. Peak service periods and comments:

Program operates 24/7 however busiest period is 9a-7p Monday-Friday

8. How to recover this function if the usual space is not available:

Workers can work out of their home or out of shelters or other identified public space if they have radio service or cell phone service.

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9. How to recover this function if the usual equipment is not available:  
If files are not available, workers will need to work based on information that they have in the moment. If CWS/CMS is not available, keep documentation by paper and pen.

10. How to recover this function if some staff are not available:

Not all staff may be able to do their work during an emergency (e.g., TDM facilitators, DI workers if court is not in session, unit supervisors, court officers) and will be available to assist ERU in an emergency. Other staff may be used to do this critical function while other duties which are not as critical are temporarily put on hold. Redistributing staff according to a pre-arranged plan may provide the best coverage.

11. How to recover this function if computer networks are not available:

Paper and Pen. Utilize DOJ history via phone call to Sacramento DOJ office 916-227-3244 for CLETS clearance 24 hours.

12. Show-stoppers (resources that cannot be replaced, substituted, or done without):

Some sort of phone system—if radiophones are not operating.

Some place to house children who are not safe.

Adequate field staff to conduct investigations and/or inadequate hotline staff to assign investigations.

County Cars (with keys and gas and GSA mechanic support)

13. Policy exceptions (will policy exceptions need to be obtained? From whom?)

- Face to face visit requirements. (CDSS)
- Keeping children in care without a detention hearing. (Juvenile Court).
- Relative/NREFM assessment process (CDSS).

14. Risks created by using alternate Work-around procedures:

Children may be abused and neglected or further hurt, or die. Workers may be at greater risk during an emergency. ERU investigators may be making decisions with no CPS or criminal history if phones and/or CWS/CMS are down.

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15. Timing: (When must this function restart, to enable the Program to meet its recovery time goal?)  
Immediately

16. Vulnerabilities (Things that could prevent restarting this function on time):

Phone System, Availability of staff, Place to house children in protective custody, CWS/CMS and DOJ.

17. Key Documents (Names of key documents you need to have to restart this function)

Name of Document	Responsible Staff/Program	Location of Document
ID Badges for Staff Identifying them as protective services workers.	HR	With each worker or in the offices.
Copies of Reporting Law, W & I Code, OPG	vacant	Online, Juvenile Court Rules Book

### **PART 3: PREPAREDNESS**

Preparedness is the best strategy for recovery. List “Preparedness Actions” that should be done so that when a disaster occurs, your department will be better prepared to resume business operations as soon as possible. Some items may be doable now. Others may require more resources than your program currently possesses. Still others may be the task of another group, or of the Agency as a whole. For each “Critical Function” identified in **Part 1**, list the Preparedness Actions that can be addressed. (Indicate the priority as High, Medium or Low.)

#### **Critical Function #3:**

#### **Abuse/Neglect Investigations**

Preparedness Actions:

1. Get radio phones (Nextel) for managers (Hotline Program Manager, Intake Program Manager, and Division Director)
2. Upgrade all Nextel radio phones to phones that keep a charge longer than 2 hours
3. Know resources for shelters, food etc. Have some emergency services such as gift cards available.
4. Prearrange alternate assignments from less critical functions (TDM facilitators, Court Officers, DI Workers if court is not in session, etc) to assist ERU investigations
5. Consult with Juvenile Court regarding policy exceptions to keeping children in care without a detention hearing.
6. Print hard copies of W&I code, blank blue sheets, ERU section and relative approval section of OPG, phone lists and give packet to every CWW, supervisor, and PM.
7. Get disaster plan from GSA regarding mechanics for county cars in disaster.
8. Ask Clerical Supervisor (Transportation) for set of alternate county car keys to keep off site.

**Who is responsible?** Division Director, Prevention and Intake, Program Manager, Intake Services I

**What is the Priority Level?** High

**What is the timeline?** Immediately

## **Social Services Agency Disaster Planning Tools**

**What are the resources needed?** Radiophones with long life assigned to all ERU plus the 3 managers. Need several laptops that are kept charged and updated with CWS/CMS. NOTE: Admin Specialist II on the 5<sup>th</sup> floor keeps the laptops.

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Critical Function # 4: Assessment Center

<b>Actions to Recover</b>	<b>Business Recovery Team</b>	<b>Telephone</b>	<b>Status / Remarks</b>	<b>Recovery Time Objective Date</b>	<b>Recovery Completion Date</b>
1. Child care with food and shelter	1. Child Care Supervisor 2. Division Director 3. Program Manager	See below			
2. Transportation	1 Clerical supervisor (Transportation)	See below			
3. Communication with police, fire dept, ambulance	1. Child Care Supervisor 2. Division Director 3. Program Manager	See below			
4. Security	1. Child Care Supervisor 2. Division Director 3. Program Manager	See below	GSA has a contract with a security company for 24 hour, 7 day a week security at the front door of the AC		

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NAME	Work phone	Home Phone	Cell Phone
Division Director, Placement and Emancipation Services			
Child Care Supervisor			
Program Manager			
Clerical Supervisor, Transportation			

**NOTE:** After a disaster has been declared, the Office of Emergency Services (OES) will activate the Emergency Operations Center (EOC) in Dublin. All pre-designated first responders representing all county agencies are immediately dispatched to the EOC. SSA has an office in the EOC from which Shelter Care Operations are coordinated by SSA first responders, along with Red Cross and the County Office of Education, for the unincorporated areas of the county. In a big event that requires sheltering; equipment and other items could be requested through county GSA and Public Works, as a mutual aid response request. Everything would be coordinated from the county EOC in Dublin through the SSA Shelter Care office.

## PART 2: CRITICAL FUNCTIONS

### Critical Function #4: Assessment Center

1. Description of this critical function: The Assessment Center is a 23 hour center for children and youth entering foster care for the first time or for children and youth changing placements. Children and youth are brought to the Assessment Center for mental health, medical, and educational screening, assessment and stabilization so that the most appropriate placement can be made. There are child care workers (through a contract with Kairos Unlimited) and mental health providers (through a contract with West Coast Children's Clinic) and public health nurses. One SSA staff person (child care supervisor) is employed at the Assessment Center.

#### Actions to recover:

- Child care with food and shelter
  - Transportation
  - Communication with police, fire dept, ambulance
  - Security
2. Responsible person(s):

Child Care—Child Care Supervisor (SSA employee)

WCC staff will go with children in AC to an alternate location if that's necessary (WCC don't provide child care or transportation)

3. Upstream dependencies (groups or systems whose failure-to-perform will affect service):

AC and Placement SSA management and supervisors, CWS/CMS

4. Downstream dependencies (groups or systems that will be affected by service failure-to-perform):

ERU, police, placement providers, placement workers

## Social Services Agency Disaster Planning Tools

5. Information systems and databases that are important to this critical function:

Name of Application	Responsible Staff	Telephone
<u>Placement database</u>	<u>Information Systems Coordinator,</u> <u>CWS/CMS Support</u>	

6. Records that are vital to preserve or otherwise important:

Name of Records	Program	Department	Location of Records	Backup Details	Other Existing Protection/ Security Measures
Assessment Center Hard copy files (including intake and medical assessment)	AC	CFS	AC	Currently no backup of hard copy files except health screening, clerical staff from registrations comes daily to AC and enters health screening and education form into HEP	
STAT hard copy file (mental health screening)	STAT	CFS	AC	Notes and forms are entered electronically within one week- one month	
Hourly Log (logs every child who enter and leave the AC)	WCC	CFS	AC, Child Care workers complete	WCC enters information electronically to keep stats on peak times	

7. Peak service periods and comments:

1-9pm all week

## Social Services Agency Disaster Planning Tools

8. How to recover this function if the usual space is not available:

Child Care Supervisor needs to be contacted to relocate children with STAT staff. Child Care Supervisor needs to be notified about location of Red Cross or other local shelter locations.

Need transportation readily available because STAT staff can't transport children. (Transportation worker is currently available 10-7p Mon-Fri)

In the event of evacuation, Child Care Supervisor will bring backpack with hard copies of hourly log and intake forms, Polaroid camera and film, diapers, formula for infants, pens, children's medications, spare keys to car and van, and any necessary medical equipment.

9. How to recover this function if the usual equipment is not available:

N/A

10. How to recover this function if some staff are not available:

Minimum staffing at AC: contract with WCC requires ratio of 1:3 staff to children ratio. If sufficient WCC staff is not available, Child Welfare Workers and Supervisors will supervise children and youth.

11. How to recover this function if computer networks are not available:

Computer networks are not essential to Assessment Center functioning, staff will have to keep adequate paper notes during an emergency for later data entry.

12. Show-stoppers (resources that cannot be replaced, substituted, or done without):

County cars, car seats, and Agency staff or transportation, phone communication, food, diapers, formula for infants, shelter, child care staff, hygiene items, bedding

13. Policy exceptions (will policy exceptions need to be obtained? From whom?)

During an emergency, the Division Director will make an exception to the rule of requiring registration form to bring youth to AC. At a minimum, need name, date of birth, person bringing the youth and phone number, supervisor's name and phone number of person bringing child. Formally register as time and emergency conditions allow.

14. Risks created by using alternate Work-around procedures:

## Social Services Agency Disaster Planning Tools

Housing children and youth off-site could pose a risk to their health and well being, especially if they have special needs or require medication.

15. Timing: (When must this function restart, to enable the Program to meet its recovery time goal?)

Immediately, because the Assessment is a 24 hour, 7 day a week operation.

16. Vulnerabilities (Things that could prevent restarting this function on time):

County cars and Agency staff or transportation, phone communication, food, diapers, formula for infants, shelter, child care staff.

18. Key Documents (Names of key documents you need to have to restart this function)

Name of Document	Responsible Staff/Program	Location of Document
See documents listed above.		

## **PART 3: PREPAREDNESS**

Preparedness is the best strategy for recovery. List “Preparedness Actions” that should be done so that when a disaster occurs, your department will be better prepared to resume business operations as soon as possible. Some items may be doable now. Others may require more resources than your program currently possesses. Still others may be the task of another group, or of the Agency as a whole. For each “Critical Function” identified in **Part 1**, list the Preparedness Actions that can be addressed. (Indicate the priority as High, Medium or Low.)

### **Critical Function #4:**

### **Assessment Center**

Preparedness Actions:

1. Train staff on emergency evacuation and emergency lights.
2. Check emergency barrels (Child Care Supervisor).
3. Security (check with GSA if they're required to relocate)
4. Check contract with STAT to make sure the emergency plan (that they will relocate if necessary) is included in their contract.
5. Need MOU with community partners and develop policy exceptions from psychiatric and medical hospitals and juvenile hall to maintain youth and not release them. (Division Director)
6. Need packet/bag of hard copies of registration forms, Polaroid camera and film, hourly log forms, diapers, infant formula, children's medication and any necessary medical equipment, and pens available in the Assessment Center to grab in case of evacuation. (Child Care Supervisor)

**Who is responsible?** Listed above

**What is the Priority Level?** High

**What is the timeline?** Immediately

**What are the resources needed?** Backpack, documents, Polaroid camera and film, hourly log forms, diapers, infant formula, children's medication and any necessary medical equipment, pens, and any missing or expired items from the disaster planning barrels

**Social Services Agency  
Disaster Planning Tools**

**BUSINESS RECOVERY WORKSHEET**

Critical Function # 5: Foster Youth Placement Services (new intake and current foster youth)

Actions to Recover	Business Recovery Team	Telephone	Status / Remarks	Recovery Time Objective Date	Recovery Completion Date
1. registration—youth who change placements or new intakes are registered with ESC clerks	Clerical supervisor clerical manager	See below	Registration hotline is 780-8800	immediately	
2. placement Supervisor gets the registration form and assigns case to either placement unit based on information in registration form	Child Welfare Supervisor Child Welfare Supervisor Child Welfare Supervisor Program Manager Division Director, Placement	See below	5150 and juvenile hall release are screened by a Child Welfare Supervisor to determine if they're appropriate for AC	immediately	
Placement CW's arrange placements and transportation. Placement CW's call VRU on all placements except first entries to care that are not from hospital or juvenile hall.	Child Welfare Supervisor Child Welfare Supervisor Child Welfare Supervisor Program Manager Division Director, Placement	See below			

**Social Services Agency  
Disaster Planning Tools**

NAME	Work Phone	Cell Phone	Home Phone
Clerical supervisor			
VACANT clerical manager			
Division Director, Placement			
Program Manager			
Child Welfare Supervisor, Placement			
Child Welfare Supervisor, Placement			
Child Welfare Supervisor, Placement			

## PART 2: CRITICAL FUNCTIONS

### Critical Function #5: Foster Youth Placement Services (new intake and current foster youth)

1. Description of this critical function: Placement Services staff is responsible for working with case carrying Child Welfare Workers, Assessment Center staff, and clerical unit to locate the most appropriate foster care placement in a county licensed home, Foster Family Agency foster home, or group home.

The activities to recover associated with Placement Services are:

- registration—children and youth who change placements or new intakes are registered with ESC clerks (780-8800 rings at Eden and) 8a-4:30pm answered by placement ESC's (located in staff side of AC); 4:30p-10p answered by ESC at Eden Multiservice Center; 10p-7am answered by staff at Eden I&R (ESC clerks have a backup phone located in the cubicle with the fax machine). ESC clerk phones can be forwarded to any number.
- 5150 and juvenile hall release are screened by a Child Welfare Supervisor to determine if they're appropriate for AC
- Every child and youth who changes placements or new intake comes to the Assessment Center for a maximum of 23 hours
- Placement Supervisor gets the registration form and assigns case to either group home or foster home placement unit based on information in registration form
- Placement CWW's also conduct long-term placement changes to move levels of care or find a more appropriate match, however, that's not a critical function in the event of a disaster
- Placement CWW consults with CWS/CMS (placement history, court reports, screener narratives, etc), PHN, case carrying CWW, child/youth, previous placement providers, and STAT clinicians to determine appropriate placement setting
- Placement CWW's arrange placements based on interviews with potential providers who have vacancies
- Placement CWW arranges transportation with transportation worker, case carrying CWW, or placement provider. They need to submit a form to Assessment Center transportation worker to transport to new placement.
- Placement CWW's call VRU on all placements except first entries to care that are not from hospital or juvenile hall.

2. Responsible person(s):
  - Placement Child Welfare Supervisors
  - Placement Child Welfare Workers
  - Placement Program Manager (currently vacant)
  - ESC clerks for registration
  - Transportation workers
3. Upstream dependencies (groups or systems whose failure-to-perform will affect service):
  - Placement process is initiated by registration with ESC clerks, so CWW's and police need to call and register youth prior to arrival at Assessment Center and placement
  - ESC at Eden faxes registration forms to swing shift placement supervisor for assignment to placement CWW from 4:30pm-9:30pm
  - Police and ambulance need to be readily available for psychiatric and medical emergencies of youth who are in the Assessment Center
  - Supervisors need PM approval when youth are in the AC for more than 18 hours,
  - Placement PM or DD needs to get judge approval for safely surrendered babies and emergency surgical procedures for youth in foster care
4. Downstream dependencies (groups or systems that will be affected by service failure-to-perform):
  - ERU and DI get information about new intake by fax from ESC's
  - Assessment Center staff because youth are only to be kept in AC for 23 hours
  - Case carrying CWW's rely on placement CWW's to arrange placements for youth on their caseload and to inform them when youth are placed (case carrying CWW's or DI supervisor get an email with HE1 document from placement CWW)
  - Placement Providers rely on placement CWW's to provide adequate information
  - Youth rely on placement CWW's to make an appropriate match with a provider
5. Information systems and databases that are important to this critical function:

## Social Services Agency Disaster Planning Tools

Name of Application	Responsible Staff	Telephone
<u>CWS/CMS</u>	<u>Information Systems manager</u>	
<u>Placement database</u>	<u>Information Systems Coordinator</u> <u>CWS/CMS Support</u>	

7. Records that are vital to preserve or otherwise important:

Name of Records	Program	Department	Location of Records	Backup Details	Other Existing Protection/ Security Measures
Group home or FFA or county licensed placement agreement	placement	CFS	Faxed to FFA or group home (not the individual provider) by the placement CWW	Only have hard copies	
Standing order (forms that authorize providers to enroll child in school and seek basic medical care)	placement	CFS		Only have hard copies	
Placement logs (hand tallies of placement activity that placement CWW's fill out)	placement	CFS		Only have hard copies	
Registration logs (hand tallies of registration forms completed by ESC or placement supervisor)	placement	CFS		Only have hard copies	
LIC 610B Emergency Plan for foster homes	Licensing	CFS	Licensing Supervisor and licensing evaluators collect from county licensed homes	Only have hard copies	

## Social Services Agency Disaster Planning Tools

### 8. Peak service periods and comments:

1-9pm all week

### 9. How to recover this function if the usual space is not available:

Placement Services and registration clerical staff are at the Assessment Center in Hayward. If the AC is evacuated, the first choice is to relocate to Eden. If Eden or other county building is not available, staff can work via cell phone and hard copies.

### 10. How to recover this function if the usual equipment is not available:

The minimum materials to complete this function are phone and hard copy vacancy list and registration forms.

### 11. How to recover this function if some staff are not available:

Minimum staff in an emergency is one Child Welfare Supervisor (at least available by phone) and two Child Welfare Workers.

### 12. How to recover this function if computer networks are not available:

Ideally, staff would have CWS/CMS and the new Placement Database. Currently, clerical staff gets an ad hoc vacancy list for county licensed homes every day at 4:30pm report from CWS/CMS in Boulder. However, in an emergency staff can work off hard copy vacancy list for county licensed homes and the FFA list.

### 13. Show-stoppers (resources that cannot be replaced, substituted, or done without):

Phone service, sufficient staff, phone number list of foster homes, FFA's and Group Homes.

### 14. Policy exceptions (will policy exceptions need to be obtained? From whom?)

HE1 email is sent by placement CWW's but might not be able to complete this step timely in an emergency so case carrying CWW might not be notified of placement.

Placement CWW's might not be able to call VRU timely.

Foster parent placement agreement might not be delivered timely.

Contact notes in CWS/CMS might not be completed timely in an emergency.

## Social Services Agency Disaster Planning Tools

Placement Services staff usually do not receive overtime approval; however, they may need overtime to make placements or catch up on the above activities after the emergency.

15. Risks created by using alternate Work-around procedures:

Financial risks involved in not calling VRU because placement payments are made based on VRU.

16. Timing: (When must this function restart, to enable the Program to meet its recovery time goal?)

Immediately, placement services, including registration, is a 24 hour operation.

17. Vulnerabilities (Things that could prevent restarting this function on time):

No phone service, no staff, no access to computer or electricity.

18. Key Documents (Names of key documents you need to have to restart this function)

Name of Document	Responsible Staff/Program	Location of Document
Registration forms	ESC registration clerks	Assessment Center
Vacancy List and FFA and Group Home phone numbers (for the company not the certified homes)	ESC registration clerks & Placement CWW's	Assessment Center
Placement agreement forms	Placement CWW's	Assessment Center
Standing order (forms that authorize providers to enroll child in school and seek basic medical care)	Placement CWW's	Assessment Center

### **PART 3: PREPAREDNESS**

Preparedness is the best strategy for recovery. List “Preparedness Actions” that should be done so that when a disaster occurs, your department will be better prepared to resume business operations as soon as possible. Some items may be doable now. Others may require more resources than your program currently possesses. Still others may be the task of another group, or of the Agency as a whole. For each “Critical Function” identified in **Part 1**, list the Preparedness Actions that can be addressed. (Indicate the priority as High, Medium or Low.)

#### **Critical Function #5:**

#### **Foster Youth Placement Services (new intake and current foster youth)**

Preparedness Actions:

1. Need placement agreement forms available electronically
2. Forms need to be centrally located in AC filing cabinet
3. Create backpack of forms needed to be grabbed in an emergency evacuation
4. Can clerical or other staff locate placement vacancies if a CWW or CWS approve and make actual placement decisions?
5. Might need to make exceptions to capacity (is there a licensing exception?)
6. Verify with CCL what providers are required to have in a disaster plan in the event of a disaster.

**Who is responsible?** Placement Program Manager

**What is the Priority Level?** Medium

**What is the timeline?** ASAP

**What are the resources needed?** Staff time to locate electronic forms and create centralized location for all forms

## BUSINESS RECOVERY WORKSHEET

Critical Function # 6: Locating Foster Youth

Actions to Recover	Business Recovery Team	Telephone	Status / Remarks	Recovery Time Objective Date	Recovery Completion Date
1. Locate foster youth placed in Bay Area counties in case of regional disaster.	CWWs account for the children on their caseloads. If CWW missing, CWS attempts to contact and report in.			Immediately	
2. Locate foster youth placed in region of a disaster in the area where youth are placed.	CWWs account for the children on their caseloads. If CWW missing, CWS attempts to contact and report in.			Immediately	

## PART 2: CRITICAL FUNCTIONS

1. **Critical Function #6:** Locating Foster Youth
2. **Description of this critical function:**
  - Locate foster youth placed in bay area counties in case of regional disaster.
  - Locate foster youth placed in region of a local disaster in the area where youth are placed.
3. **Responsible person(s):**

CWVs account for the children on their caseloads. If CWW is missing, CWS attempts to contact and report in.

4. **Upstream dependencies (groups or systems whose failure-to-perform will affect service):**  
Everyone will be affected if anyone in their chain of command is unable to perform and/or an alternate is not identified.

5. **Downstream dependencies (groups or systems that will be affected by service failure-to-perform):**

Foster youth and caregivers are affected if they are not located and notified in the event of a regional disaster or regional evacuation.

Information systems and databases that are important to this critical function:

Name of Application	Responsible Staff	Telephone
<u>CWS/CMS</u>	<u>Information System Manager</u>	
<u>Safemeasures</u>	<u>Administrative Support Team: All supervisors, CWWs, and managers</u>	
<u>Placement report download (from</u>	<u>Information System Coordinator</u>	

## Social Services Agency Disaster Planning Tools

<u>Sacramento</u>	<u>Program Systems Coordinator</u>	
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### 7. Records that are vital to preserve or otherwise important:

Name of Records	Program	Department	Location of Records	Backup Details	Other Existing Protection/ Security Measures
Case files	All	CFS	CWW desks	Many documents are in CWS/CMS	

### 8. Peak service periods and comments:

Children and youth are in foster care around the clock, every day of the year.

### 9. How to recover this function if the usual space is not available:

### 10. How to recover this function if the usual equipment is not available:

CWWs should keep an updated field book with them at all times and they would be the first responders to attempt to locate their children if they are available. If CWW's not available, the CWS is responsible.

Evaluation and Research staff will run a Business Objects report with youth name, address, and phone number for each CWW that will be available to all PM's to distribute to their staff.

### 11. How to recover this function if some staff are not available:

CWWs account for the children on their caseloads. If CWW is missing, CWS gets listing from PM of all the children on that CWWs caseload and attempts to contact and report in.

Staff can refer to Safemeasures, which has a mapping program with all youth in placement. There is a map and list of children in placement with addresses. If records are lost or unavailable, web access will allow information needed to locate youth.

**Social Services Agency  
Disaster Planning Tools**

**12. How to recover this function if computer networks are not available:**

Staff will keep printed copies of caseload lists.

**13. Show-stoppers (resources that cannot be replaced, substituted, or done without):**

Sufficient staff, lack of updated or accurate placement information in CWS/CMS and caseload lists.

**14. Policy exceptions (will policy exceptions need to be obtained? From whom?)**

N/A

**15. Risks created by using alternate Work-around procedures:**

none

**16. Timing: (When must this function restart, to enable the Program to meet its recovery time goal?)**

Youth must be located ASAP after an emergency has been declared.

**17. Vulnerabilities (Things that could prevent restarting this function on time):**

Insufficient staff, lack of updated or accurate placement information in CWS/CMS and caseload lists.

**18. Key Documents (Names of key documents you need to have to restart this function)**

Name of Document	Responsible Staff/Program	Location of Document
Foster youth roster with home phone, cell phone, and emergency contact information	CWW	Not created or mandated yet

### **PART 3: PREPAREDNESS**

Preparedness is the best strategy for recovery. List “Preparedness Actions” that should be done so that when a disaster occurs, your department will be better prepared to resume business operations as soon as possible. Some items may be doable now. Others may require more resources than your program currently possesses. Still others may be the task of another group, or of the Agency as a whole. For each “Critical Function” identified in **Part 1**, list the Preparedness Actions that can be addressed. (Indicate the priority as High, Medium or Low.)

#### **Critical Function #6:**

#### **Locating Foster Youth and Notifying Staff**

Preparedness Actions:

1. CWW's need to maintain updated caseload rosters of foster youth on their caseload.
2. CWS's need access to caseload lists
3. Evaluation and Research staff to create Business Objects report

**Who is responsible?** All CWW's, (Supervisors and Managers must fill in and help locate youth)

**What is the Priority Level?** High

**What is the timeline?** ASAP

**What are the resources needed?** Forms or a suggested format for CWW's to use, LMT approval to make the caseload lists mandatory (?).

## BUSINESS RECOVERY WORKSHEET

Critical Function # 7: Dependency Investigations

<b>Actions to Recover</b>	<b>Business Recovery Team</b>	<b>Telephone</b>	<b>Status / Remarks</b>	<b>Recovery Time Objective Date</b>	<b>Recovery Completion Date</b>
1. Petition filed within 48 hours (Mon-Fri) of removal.	1. DI Supervisors 2. DI Program Manager 3. Division Director	See list below		immediately	
2. Detention hearing within 24 hours of filing a petition.	Same as above	See list below		immediately	
3. Foster Care Applications within 2 business days of detention hearing.	Same as above	See list below		immediately	

<b>Name/Title</b>	<b>Work Phone #</b>	<b>Home Phone #</b>	<b>Cell #</b>
1. Division Director			
2. Program Manager			
3. Child Welfare Supervisor			
4. Child Welfare Supervisor			
5. Child Welfare Supervisor			
6. Child Welfare Supervisor			

## PART 2: CRITICAL FUNCTIONS

### Critical Function #7: Dependency Investigations

#### 1. Description of this critical function:

- Filing Petitions after a child is removed from the home.
- Filing Detention Reports after a petition is received by the court.
- Completing investigations of abuse and neglect.
- Completing Foster Care Applications for out of home placements.
- Notice families /clients of hearing dates and times.

#### 2. Responsible person(s):

DI Child Welfare Workers, DI Child Welfare Supervisors, DI Program Manager

#### 3. Upstream dependencies (groups or systems whose failure-to-perform will affect service):

- County Counsel to consult on a timely basis
- Foster Care Eligibility to process applications
- VRU and CPU staff and systems to process foster care payment
- Court staff and bench officers
- Court Officers (dept staff)

#### 4. Downstream dependencies (groups or systems that will be affected by service failure-to-perform):

- Children and families whose children are detained without a court process.
- Court staff and bench officers.

## Social Services Agency Disaster Planning Tools

- County counsel and other attorneys who represent our staff and clients.
- Foster Care Eligibility (for payment)

### 5. Information systems and databases that are important to this critical function:

Name of Application	Responsible Staff	Telephone
<u>CWS/CMS</u>	<u>Information Systems Manager</u>	
<u>VRU</u>	<u>Information Systems Manager</u>	
<u>Internet access (for JV forms)</u>	<u>IID</u>	

### 7. Records that are vital to preserve or otherwise important:

Name of Records	Program	Department	Location of Records	Backup Details	Other Existing Protection/ Security Measures
Petition	DI	CFS	CWS/CMS or JV form website	Available in a Word template folder	
Detention Report	DI	CFS	CWS/CMS	Available in a Word template folder	
Foster Care Application	DI	CFS	CWS/CMS and SOC 158 comes from VRU/CPU		
Notice of Hearing	DI	CFS			

**JVFORM website** [www.courtinfo.ca.gov/cgi-bin/forms.cgi](http://www.courtinfo.ca.gov/cgi-bin/forms.cgi) has all forms needed for court.

**8. Peak service periods and comments:**

Judicial Calendar days. If the Court is functioning is on a tight timeline.

**9. How to recover this function if the usual space is not available:**

Staff will be assigned to relocate to the other building.

**10. How to recover this function if the usual equipment is not available:**

Can prepare documents by hand and entered at a later date.

**11. How to recover this function if some staff are not available:**

New assignments will be given to those who are available; supervisors may need to cover for absent worker on already assigned case as is the current practice now.

**12. How to recover this function if computer networks are not available:**

Much information exists in a hard copy. If there is access to the building, the hard copy will be available. All new documents can be entered at a later date.

**13. Show-stoppers (resources that cannot be replaced, substituted, or done without):**

Staff, hard copy case files

**14. Policy exceptions (will policy exceptions need to be obtained? From whom?)**

Telecommute policy will need to be implemented. The current policy is not used. It would need to be re-established and expanded to include working from home more frequently than one day per pay period

**15. Risks created by using alternate Work-around procedures:**

Information is lost. Staff does not have direct access to supervisors or support staff, inability to get documents to the courts from an off-site location.

**16. Timing: (When must this function restart, to enable the Program to meet its recovery time goal?)**

The DI process of filing petitions will need to re-start when the courts are available to proceed. This may be away from the current location so the availability to get to another court site will be necessary.

## Social Services Agency Disaster Planning Tools

### 18. Vulnerabilities (Things that could prevent restarting this function on time):

Not enough staff available to take on the duties. Inability to access the building to get hard copy files to work from. Staff not having home computers available to work on from home.

### 19. Key Documents (Names of key documents you need to have to restart this function)

Name of Document	Responsible Staff/Program	Location of Document
Petition		CWS/CMS or <i>JVFORM</i> website <a href="http://www.courtinfo.ca.gov/cgi-bin/forms.cgi">www.courtinfo.ca.gov/cgi-bin/forms.cgi</a>
Detention report		CWS/CMS or <i>JVFORM</i> website <a href="http://www.courtinfo.ca.gov/cgi-bin/forms.cgi">www.courtinfo.ca.gov/cgi-bin/forms.cgi</a>

### **PART 3: PREPAREDNESS**

Preparedness is the best strategy for recovery. List “Preparedness Actions” that should be done so that when a disaster occurs, your department will be better prepared to resume business operations as soon as possible. Some items may be doable now. Others may require more resources than your program currently possesses. Still others may be the task of another group, or of the Agency as a whole. For each “Critical Function” identified in **Part 1**, list the Preparedness Actions that can be addressed. (Indicate the priority as High, Medium or Low.)

#### **Critical Function #7:**

#### **Dependency Investigations**

#### **Preparedness Actions:**

1. Have all court reports, notice of hearings and eligibility applications in template form and on disks.
2. Have CWS/CMS access from a number of county buildings that may not normally house CFS functions.
3. Have laptops with CWS/CMS functions available in different buildings.
4. Have phone lists for staff, attorneys, and courts on Alameda intranet website with directions on how to access.

**Who is responsible?** ISD and Dependency Investigations Supervisors and Managers

**What is the Priority Level?** Low if court is not in session, high if it is

**What is the timeline?** ASAP

**What are the resources needed?** Funding to install CWS system in alternate locations and for lap tops with CWS access. Staff to develop and reproduce disks with court reports, notice of hearings and eligibility document templates. Intranet website and staff time to produce online access to court documents and phone lists.

## BUSINESS RECOVERY WORKSHEET

Critical Function # 8: Foster Care Payment

<b>Actions to Recover</b>	<b>Business Recovery Team</b>	<b>Telephone</b>	<b>Status / Remarks</b>	<b>Recovery Time Objective Date</b>	<b>Recovery Completion Date</b>
1. Payments to foster placements for Child Welfare and Probation	1. Program Specialist 2. Program Manager 3. Division Director	See table below		By the 15 <sup>th</sup> of the following month for no interruption in payment	
2. Adoption Assistance Program payments	Same as above	See table below		By the 1 <sup>st</sup> of the following month for no interruption in payment	
3. Trust Unit (SSI, County Pay, SED) payments	Same as above	See table below		By the 15 <sup>th</sup> of the following month for no interruption	
4. MediCal applications	Same as above	See table below		Immediately	
5. KinGAP payments	Same as above	See table below		By the 1 <sup>st</sup> of the following month for no interruption	

<b>Name</b>	<b>Work</b>	<b>Home</b>	<b>Cell</b>
Division Director			
Program Manager			
Program Specialist			



## PART 2: CRITICAL FUNCTIONS

### Critical Function #8: Foster Care Payment

1. **Description of this critical function:**

- Processing emergency and regular MediCal applications, which is the most critical piece of this function
- Payment to foster care placement providers for regular and special rate foster care payments for Child Welfare and Juvenile Probation departments
- Adoptions and KinGAP payments to families that have exited foster care

2. **Responsible person(s):**

Child Welfare Eligibility section under Program Manager Warren Turner

3. **Upstream dependencies (groups or systems whose failure-to-perform will affect service):**

- Dependency Investigation CWW's fill out MediCal applications for immediate need and regular foster care applications
- CWW's notify VRU for placement changes to notify ET's to pay proper placement
- Probation Officers fill out MediCal and foster care applications
- Mental Health workers fill out SED forms for trust payments

4. **Downstream dependencies (groups or systems that will be affected by service failure-to-perform):**

- Foster youth require MediCal eligibility for health and mental health services
- Placement providers receive payment for foster care
- Staff at Eden, Enterprise, Eastmont Mall, and San Pablo will be impacted if Eligibility staff need to relocate

5. **Information systems and databases that are important to this critical function:**

## Social Services Agency Disaster Planning Tools

Name of Application	Responsible Staff	Telephone
<u>CWS/CMS</u>	<u>Information Systems Manager</u>	
<u>VRU</u>	<u>Information Systems Manager</u>	
<u>MEDS</u>	<u>Program Specialist</u>	
<u>CalWIN</u>	<u>Information Systems Manager</u>	
<u>Alcoholinks</u>		

**7. Records that are vital to preserve or otherwise important:**

Name of Records	Program	Department	Location of Records	Backup Details	Other Existing Protection/ Security Measures
SAWS 1					

**8. Peak service periods and comments:**

There is a steady flow of work.

**9. How to recover this function if the usual space is not available:**

Eden, Eastmont Mall, Enterprise, San Pablo, and Harbor Bay facilities have the computers with necessary software. Staff can relocate to one of these alternate locations. Eligibility staff needs a minimum of 3 workstations to complete the critical functions.

**10. How to recover this function if the usual equipment is not available:**

ET's can issue paper warrants for foster care payments. They need a standalone database (not on the network) that has name, address, foster care payment amount for all placement providers.

ET's can issue temporary letter to verify MediCal eligibility that youth and caregivers can give to mental health and medical providers.

**11. How to recover this function if some staff are not available:**

Can recover critical functions of eligibility with one Supervising Eligibility Technician, 5 Eligibility Technicians

**12. How to recover this function if computer networks are not available:**

See above for paper warrants and MediCal eligibility letters. However, if banks are not available to cash paper warrants, the department will need cash to supply to caregivers and youth.

**13. Show-stoppers (resources that cannot be replaced, substituted, or done without):**

- Minimum staff of one SET and 5 ET's.
- Access to cash or paper warrants at a pre-determined location.
- MediCal applications from Dependency Investigations, CVM's to initiate MediCal for foster youth.
- Portable computer with internet access and standalone database that has placement and payment information.

**14. Policy exceptions (will policy exceptions need to be obtained? From whom?)**

- Need a policy that allows eligibility staff to issue cash instead of warrant to youth or caregiver.
- Need a policy to share space with WBA locations during an emergency.
- An MOU with other CALWIN counties to use their computers to access our client information.

**15. Risks created by using alternate Work-around procedures:**

No.

**16. Timing: (When must this function restart, to enable the Program to meet its recovery time goal?)**

MediCal applications must be processed immediately. Emergency payments for specialized services must be available immediately. Regular foster care payments are issued every 30 days.

**17. Vulnerabilities (Things that could prevent restarting this function on time):**

- No access to CALWIN, MEDS, and communication among staff to receive direction.
- Not receiving MediCal applications from CWMV's.
- Eligibility staff needs to know what shelters and other resources are available because our caregivers and foster youth will be contacting ET's for services if their homes or other necessities are impacted.

**18. Key Documents (Names of key documents you need to have to restart this function)**

Name of Document	Responsible Staff/Program	Location of Document
See list above		

## **PART 3: PREPAREDNESS**

Preparedness is the best strategy for recovery. List "Preparedness Actions" that should be done so that when a disaster occurs, your department will be better prepared to resume business operations as soon as possible. Some items may be doable now. Others may require more resources than your program currently possesses. Still others may be the task of another group, or of the Agency as a whole. For each "Critical Function" identified in **Part 1**, list the Preparedness Actions that can be addressed. (Indicate the priority as High, Medium or Low.)

### **Critical Function #8:**

#### **Foster Care Payments**

Preparedness Actions:

1. Portable computer with internet access and standalone database that has placement and payment information. Question for ITD: need standalone database with foster care placement and payment information.
2. Need a policy that allows eligibility staff to issue cash instead of warrant to youth or caregiver. If banks are not available to cash paper warrants, the department will need cash to supply to caregivers and youth.
3. Need a policy to share space with WBA locations during an emergency at Harbor Bay.
4. An MOU with other CALWIN counties to use their computers to access our client information.
5. Eligibility Program Manager will get a list of forms that are necessary from each database (CWS/CMS, VRU, MEDS, CalWIN, Alcolinks).
6. Eligibility Program Manager to secure an emergency stash of paper warrants.
7. Eligibility Program Manager will draft a letter that will be kept with emergency paper warrants that can be sent to foster parents and caregivers so that ET's can issue temporary letter to verify MediCal eligibility that youth and caregivers can give to mental health and medical providers.

8. Foster Care eligibility needs to work with IT staff assigned to eligibility to secure payments and eligibility letters, Eligibility needs their disaster plan.

**Who is responsible?** As listed above

**What is the Priority Level?** Medium

**What is the timeline?** ASAP

**What are the resources needed?** Laptops, paper warrants, emergency cash fund, MediCal eligibility letters, standalone database with placement and payment information

## JUVENILE PROBATION DISASTER RESPONSE PLAN FOR FOSTER YOUTH PLACEMENTS

County & Agency Name: ALAMEDA COUNTY PROBATION DEPARTMENT Date Completed: APRIL 22, 2010 (updated)

Name/Title: RICK MARTINEZ/ JUVENILE SERVICES, DIRECTOR Telephone #: (510) 667-3264  
 Person Managing/Overseeing Emergency Plan Implementation

E-mail Address: rmartine@acgov.org

This template is intended to be used as a guide to help counties incorporate the 2006 federal disaster response criteria as part of local child welfare plans. Minors in the probation system must also be included in the plan. County plans must be amended to include Child Welfare Services (CWS) Disaster Response Plans and be operational by September 28, 2007.

In September 2006, Congress passed the Child and Family Services Improvement Act of 2006 (Public Law (PL) 109-288). PL 109-288 amended Part B of Title IV of the Social Security Act to reauthorize the Promoting Safe and Stable Families Program. Among other changes, PL 109-288 established requirements for states on disaster planning in child welfare under Section 6 (a) (16). Accordingly, counties are requested to address the following program areas in developing local disaster readiness plans.

### JUVENILE PROBATION DISASTER RESPONSE PLAN FOR FOSTER YOUTH PLACEMENTS

Disaster Response Criteria A:	Identify, locate, and continue availability of services for children under State care or supervision who are displaced or adversely affected by a disaster:
Essential Function:	1. Identification and location process of children who may be displaced
Process Description:	For detained minors:  The Superintendent of the Juvenile Justice Center (JJC), and the Superintendent of Camp Wilmont Sweeney, will respectively check on the safety status of children in their care and ascertain the damage sustained, if any, to facilities. Institution staff will document and report the status of each detained child to the Deputy Chief in charge of institutions and the Command Center. This status report will be disseminated to the Juvenile Services Director over Placement and the highest

	<p>ranking Juvenile Services Manager at the Command Center. They will coordinate with the Placement Supervisor and respective case managing Deputy Probation Officer and/or other command center staff, who in turn will notify each placement facility and the child's parent/guardian by telephone or in person.</p> <p><u>For minors in group home placement:</u></p> <p>The Deputy Probation Officers have caseload rosters with information on minors assigned to them. They also have a listing of emergency disaster information/plan for each group home program where they have minors placed. If the assigned Deputy Probation Officer, in the event of an emergency, is unable to reach the group home, they will refer to the emergency contact information that will indicate any emergency relocation plan. The Deputy Probation Officers are required to keep this information accessible to them both on and off duty so they are able to call in the event of an emergency. Each Deputy Probation Officer will maintain a weekly updated USB drive that includes the child's pertinent information and location. These drives will be kept with the Deputy Probation Officer at all times and updated in the JJC emergency/command location by the Officer of the Day.</p> <p>In the event of an emergency at the placement site, each placement is required to contact the Probation Department within 24 hours of a disaster. Those placements that do not contact the agency within the allotted time frame (24 hours) will be identified and contact will be initiated to confirm location and safety of each child. In the event that a child is displaced in an emergency, the Deputy Probation Officer and/or emergency/command center staff will initiate an investigation into the child's whereabouts utilizing law enforcement and additional resources as needed. Those children in custody/jurisdiction of Juvenile Probation will be monitored by the institutional staff and/or case managing Deputy Probation Officer, who in turn will update the Probation Director over Placement, Placement Supervisor, and/or command center on the status of the children.</p>
Essential Function:	2. Communication process with group home providers
Process Description:	<p>In the event of an emergency or evacuation, group home providers are instructed to contact the case managing Deputy Probation Officer and/or the Juvenile Justice Center utilizing telephone numbers that have been provided to them. Should land lines and office numbers become inoperable; Providers have been given emergency cell telephone numbers for each required contact. The assigned Deputy Probation Officers, Placement Supervisor, and/or JJC emergency /command center staff will maintain contact with the group home and parent/guardian after the event to determine the welfare of the minor, need for returning the minor to the Juvenile Justice Center, facility, or home, the extent of damage to the facility, assistance facility may need, and status regarding any relocation of</p>

	the minor. This information will be updated and forwarded to the Juvenile Director over Placement, Deputy Chief, and Chief Probation Officer. Additionally, the Deputy Probation Officer will maintain written documentation in the minor's case notes.
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	The Chief Probation Officer or his designee will decide with emergency officials if evacuation is necessary. If evacuation is necessary the Chief Probation Officer/designee will initiate with the evacuation procedures outlined in the emergency operations plan.
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	If time permits and emergency officials are present the Chief Probation Officer/designee will decide with emergency officials if evacuation is necessary. If time does not permit the Chief Probation Officer/designee will decide and initiate the established evacuation procedures outlined in the emergency operations plan.
Essential Function:	5. Identification of shelters
Process Description:	Children who cannot be returned to their parent/guardian will be housed in a special unit within the Juvenile Justice Center. Probation staff will provide around the clock supervision. If Juvenile Hall is not an option, Probation will coordinate with county emergency officials for alternative sites.
Essential Function:	6. Parental notification procedures
Process Description:	The case managing Deputy Probation Officers will field calls from parents/guardians, and those that have not contacted the placing agency will be contacted, in person or by phone, by a designated agency representative notifying them of the location of their child (ren) and the safety status of their child (ren).
Essential Function:	7. Alternative processes for providing continued services
Process Description:	In order to continue to provide services without significant disruption, the case managing Probation Officer and/or Chief Probation Officer/designee of the command center will field calls and follow up with families and the Provider to arrange for continued care. The Chief Probation Officer/designee will attempt to identify and secure any additional resources needed.

Essential Function:	8. Staff assignment process
Process Description:	Juvenile Probation Supervisors and managers identify and confer with staff that have responded and/or are onsite; critical Probation functions will be assigned to involved staff and/or the most appropriate staff for the emergency. These tasks include but are not limited to fielding calls from families as well as staff and following up with active cases and displaced children. Probation does not anticipate any new referrals.
Essential Function:	9. Workload planning
Process Description:	The workload will be distributed according to individual staff skills and experience.
Essential Function:	10. Alternative locations for operations
Process Description:	The alternative location to the Juvenile Justice Center/emergency command center will be identified and coordinated with the Alameda County Office of Emergency Services located at 4985 Broder Boulevard in Dublin, California 94568, telephone (925) 803-7800. (Alameda County Emergency Operations Plan)
Essential Function:	11. Orientation and ongoing training
Process Description:	All employees and placement facilities are required to attend an orientation and emergency operations training. The training includes various types of emergencies, advanced notice evacuation procedures, when to evacuate, where exits are located, where the disaster kits are located, where the emergency operations center is located, what the expectations are of employees and placement caregivers. Probation placement staff are informed of emergency operations by the Placement Supervisor and the Director over Placement Services.
<b>Disaster Response Criteria B:</b>	<b>Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases:</b>
Essential Function:	1. New child welfare investigation process
Process Description:	Probation does not anticipate initiating child welfare investigations during a response to an emergency/disaster, as this process would be under the purview of the Social Services Child Welfare System.
Essential Function:	1. Implementation process for providing new services

Process Description:	Probation has no implementation process for providing new child welfare case services and doesn't anticipate initiating new child welfare investigations during a response to an emergency/disaster.
<b>Probation Disaster Response Criteria C:</b>	<b>Remain in communication with caseworkers and other essential Probation placement personnel who are displaced because of a disaster:</b>
Essential Function:	1. Communication structure – staff
Process Description:	Employees are required to contact their Supervisor or office of assignment. Probation Supervisors contact their Director. Directors contact the Deputy Chief, Juvenile Services. Deputy Chief contacts Chief Probation Officer. If the Supervisor/office is not available contact is to be made with the Juvenile Justice Center emergency/ command center. Calls will be fielded by designated JJC institutional staff and/or Deputy Probation Officers and managers. Communication is coordinated with the County Office of Emergency Services.
Essential Function:	2. Communication structure –the Juvenile Justice Center phone tree.
Process Description:	The Alameda County Probation Department Placement Unit has provided the following contact information to all group home providers utilized by the placement unit:  1) The minor's assigned Deputy Probation Officer 2) Placement Unit Officer of the Day: (510) 667-4444. 3) Placement Supervisor: (510) 667-3279  If they are not able to make personal contact with either the assigned Deputy Probation Officer, Placement Unit Officer of the Day, or the Placement Supervisor to discuss the situation, they are to leave voicemail messages if possible, and contact the Juvenile Justice Center Intake/Receiving at (510) 667-7450 or Central Control at (510) 667-4990, and the Juvenile Justice Center Duty Senior Institutional Supervisor II at (510) 667-7446 (office) or cell phone of the Juvenile Justice Center Superintendent at (510) 409-4155.
Essential Function:	3. Communication structure – contracted services
Process Description:	N/A
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	

	Communication protocols and hierarchy previously described; that is, Deputy Probation Officers keep the Supervisor apprised of evolving circumstances, and in turn the Supervisor informs the Director, who informs the Deputy Chief, who informs the Assistant and/or the Chief Probation Officer. Supervisors/Directors may initiate and maintain telephone contact/tree with the Deputy Probation Officers and other ancillary staff to contact caregivers, parents, and children. Communication flows both ways. If land lines do not function, cell phone communication and coordination with the Probation command center and the County Office of Emergency Services is to be utilized.
Essential Function:	5. Communication frequency
Process Description:	During the emergency situation, the Alameda County Probation Department Placement Unit will maintain regular and on-going communication with group home provider where minors are placed. They will inquire as to the status, safety and well-being of the minor(s) and provide any assistance if needed. This communication will be on-going until the crisis has passed and normal group home operations resume.
Essential Function:	6. Communication with media
Process Description:	The Chief Probation Officer is the official spokespersons for the Probation Department and will respond to requests from the media for public information. The Chief Probation Officer may designate a spokesman and will coordinate with the County Office of Emergency Services for possible public announcements during an emergency.
	The number used for public information assistance during any phase of an emergency/disaster would be the Chief Probation Officer at (510) 268-7233, or the Assistant Chief Probation Officer at (510) 268-2844. If contact is not made through these numbers, the Juvenile Justice Center Institutional Supervisor II can be contacted at (510) 667-7819 (land line) or the Intake/Receiving Juvenile Justice Center at (510-667-7450) or the emergency cell phone number of the Juvenile Justice Center Superintendent at (510) 409-4155.
Essential Function:	7. Communication with volunteers
Process Description:	N/A
Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	1.) Probation clients may use office land lines to contact their officers, who can accept collect calls for out of county wards who reach an on duty officer.

	<p>2.) All officers' voice mail messages will include a direction to call 911 if the client is experiencing a life-threatening emergency.</p> <p>3.) Reception voice mail messages at area offices will also include the 24-hour number for the Juvenile Justice Center.</p> <p>4) Calls received will be prioritized and a hard copy or computer notation will be retained.</p>
<b>Probation Disaster Response Criteria D:</b>	<b>Preserve essential program records:</b>
<b>Essential Function:</b>	1. Record preservation process
<b>Process Description:</b>	Hard Copy documents/files are housed at the Juvenile Justice Center. Electronic case files contain most records and Probation's electronic files are protected with a back-up system. Additionally, the Court Clerk maintains a separate electronic record for all Court documents.
<b>Essential Function:</b>	2. Use of off-site back-up system
<b>Process Description:</b>	See #1 directly above.
<b>Probation Disaster Response Criteria E:</b>	<b>Coordinate services and share information with other states:</b>
<b>Essential Function:</b>	1. Interstate Compact on the Placement of Children reporting process
<b>Process Description:</b>	The Placement Unit Supervisor has a list of youth residing in out of State facilities with contact information. The assigned Deputy Probation Officer overseeing the facility and /or minor will be responsible for contacting out of State facilities to confirm the status of their youth. Should there be difficulty contacting facilities, local Law Enforcement and/or Child Welfare authorities will be asked to assist. The Probation data base is also accessible at the Juvenile Justice Center (IS II office)/emergency office to identify youth in out-of-state facilities
<b>Essential Function:</b>	2. Mental health providers
<b>Process Description:</b>	Mental Health Providers that contract with Probation will be contacted by the case managing

## Deputy Probation Officer and/or designated staff.

Essential Function:	3. Courts
Process Description:	<p>Court services, i.e., intake detention hearings and high priority situations for children pending adjudication, are essential functions during a countywide emergency. An essential function is defined as one that must be operational as soon as feasible, and no later than within three (3) working days.</p> <p>After a countywide emergency, the Chief Probation Officer/designee will request the Juvenile Court to activate their emergency/disaster procedures. Through a cooperative effort between the Juvenile Court and the Probation Department, feasible time frames should be established to allow for the generation of court reports and court appearances. Arrangements should also be made with the court to authorize medical treatment for unaccompanied minors (those with no parent or guardian available to give permission for treatment). In the event unaccompanied minors cannot be reunited with parents or guardians (primarily due to serious injury or death), the Deputy Probation Officer will calendar the matter in Court and coordinate with Children and Family Services to provide appropriate placement.</p>
Essential Function:	4. Federal partners
Process Description:	Federal partners will be given a full account of resource expenditures and needs within 14 days with all communication through the Chief Probation Officer/designee and the Office of Emergency Services.
Essential Function:	5. CDSS
Process Description:	Contact will be initiated with the CDSS by the Deputy Chief Probation Officer or designee in order to report safety status and any deficits in resources.
Essential Function:	6. Tribes
Process Description:	Tribes will be contacted to report the status of those children that are ICWA eligible.
Essential Function:	7. Volunteers

Process Description:	The Probation Department utilizes several volunteers who could be helpful in the event of a disaster. The Volunteer in Placement (VIP) Coordinator would be responsible for contacting and coordinating volunteer services.
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